

Testimony of Tamera Jackson of Middletown, Connecticut
Joint Standing Committee on Transportation Public Hearing
State Legislative Office Building,
Hartford, Connecticut

February 6, 2015

Good morning Representative Guerrera, Senator Boucher, Representative O'Dea, members of the committee. My name is Tamera Jackson of Jackson Chevrolet in Middletown Connecticut.

I am here to testify in opposition to SB 198 - An Act Concerning The Purchase of Electric Vehicles and House Bill 6682 - An Act Concerning The Licensing of New and Used Car Dealers. I am the 3rd generation owner of Jackson Chevrolet in Middletown. Prior to taking the dealership over for my Dad, I worked for an automotive manufacturer for over a decade.

I am testifying today regarding the benefits of the franchise system as it relates to consumers. It is important to note that automobiles, in particular new automobiles, have unique attributes compared to other consumer products that might be sold outside a franchise system, directly to consumers. Namely, they are expensive – around \$30,000 on average for my brand – easily the second largest purchase a consumer will make after their home. Secondly, they are used daily and require regular maintenance and repair after the sale. This is far different from most other consumer products you might think of from clothing to computers. For automotive manufacturers, warranty repair including recall repair which can span out a number of years after a vehicle is produced - is a straight expense and looked at on aggregate. For a dealer, having a customer in for warranty repair is actually *income* as the manufacturer pays us to perform the work. This is an important checks and balance for the consumer as we dealers regularly advocate for our customers with the manufacturer on repair issues. We dealers look at the customer as an individual with unique circumstances where the